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PATENT APPLICATION
10/679214

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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:	Bushey <i>et al.</i>
Serial No.:	10/679214
Date Filed:	October 3, 2003
Confirmation No.:	5961
Group Art Unit:	2614
Examiner:	Hong, Harry S.
Title:	<i>System, Method and Software for a User Responsive Call Center Customer Service Delivery Solution</i>

MAIL STOP AMENDMENT
COMMISSIONER FOR PATENTS
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir:

RESPONSE OFFICE ACTION

In response to the Non-Final Office Action mailed March 18, 2008, Applicants respectfully submit the following amendments set forth below and request favorable action thereon.

Amendments to the claims begin on page 2 of this paper.

Remarks/Arguments begin on page 6 of this paper.